

Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2015 through June 30, 2016

Updated 03/24/2015

Division: Child Support

Region/Office: Tacoma Field Office

Tribe(s): Port Gamble S'Klallam

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

Implementation Plan

Progress Report

1. Policy Identification: Case Referrals

| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
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| Continuation of Services after PGST Clients goes on State TANF. | DCS and PGST will review cases on a case by case basis to determine which time periods each should charge especially if PGST entered the controlling order. If PGST originally initiated the case then the continuation of service should be with the Tribe unless the CP applies directly with DCS. | Clear understanding by both DCS and PGST of which time periods each jurisdiction is charging and who is providing services and who should take the lead on enforcement. | State: Chris Franks, Tribe: Maria Huynh, | DCS and PGST have worked out a process and it should continue. |
| Review Medicaid only cases and develop a process to close these cases in a more efficient and easier manner. | No new Medicaid only cases have been referred to the PGST since the enactment of the Affordable Care Act 10/1/2013. PGST has been working with DCS to close the Medicaid only cases. | Find a more efficient way to close previous Medicaid only cases. | State: HQ policy, TRT, Charlene Greer, Chris Franks Tribe: Maria Huynh | DCS and PGST are working to get these cases closed. |

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| PGST requested that DCS look at ways to get their orders enforced without having to serve an additional notice. | PGST will have their tribal court enter orders with WSSR language which will allow immediate collection once a case is referred. DCS will check with Policy to make sure enforcement can be taken based on the wording in the order. | If the wording in the tribal court order is sufficient for DCS to take immediate enforcement, the child support monies would be sent to the families timelier. | State: TRT, Policy HQ, Andrew Chin Tribe: Maria Huynh | Process at beginning stage. This was discussed at our 1/29/2015 quarterly meeting. TRT was going to provide examples of tribal courts using language which allows DCS to enforce |
| Regarding referrals for Foster Care and Tribal Licensed Care | DCS will work to correctly identify cases and make sure coding on the case is correct. | To reduce or eliminate the miscoding of Tribal members. | State: TRT, SEMS-HQ, Policy HQ, Andrew Chin Tribe: Maria Huynh | Progress continues no changes. |
| 2. Policy Identification: Technology and SEMS Information and Access | | | | Progress Report |
| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
| To locate parties of Tribal Child Support cases in the most expedient manner possible. | DCS will look at ways to assist the Tribe with locate services through DCS Central Services. | Enhanced locate services | State: Chris Franks (with assistance from DCS HQ) Tribe: Maria Huynh | DCS continues to provide locate services as resources allow. |
| PGST is requesting that DCS allow more than one tribal access code on the BC especially since we are seeing cases that are being worked with DCS and a couple of Tribes. | Tacoma Field office will advocate for SEMS upgrade to allow more than one tribe to have access to the case if they have an interest in it. | PGST will be able to view all pertinent tribal cases. Allow all tribes with interest in the child support debt to access the case | State: TRT, SEMS-HQ, Policy-HQ, Andrew Chin Tribe: Maria Huynh | Process begins. This issue was discussed at our 1/29/2015 quarterly 7.01 meeting. TRT was going to check with SEMS to see where we are at. Also, TRT had conference call with other states (Wisconsin and Oklahoma) to get more information. |

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| Order images- Access to the image is necessary because all orders entered may not be a child support order but have child support included. DCS only adds child support orders to the OR screen. | DCS will look at SEMS Web to see what can be accessed? Currently, PGST is authorized to view the order summary only. They are requesting access to view the actual order. | PGST wants to be sure all orders are submitted to DCS so the debt calculations match. | State: TRT, Charlene Greer and Andrew Chin Tribe: Maria Huynh | Process begins. Charlene will check PGST cases to see what they can access. She will check with TRT to see what needs to be done to accomplish this request. |
| PGST is requesting that we look at easier options for payment to be deposited directly. The online web portal requires a debit which is not an option for the tribe. Is there an online web portal that would be easy for them to submit their payments? | PGST can enter the payments into our system it would eliminate misapplied payments. DCS will contact Cash unit to see if there are other available options. | Eliminate misapplied payments. PGST and DCS records would always match. Payments can be applied on the same day avoiding errors which will also get the payment to the families timelier. | State: TRT, Charlene Greer, Tribe: Maria Huynh | Process begins. Charlene will check with State office cash unit to see if there are any other options. |
| 3. Policy Identification: Coding Tribal Cases Correctly | | | | Progress Report |
| Goals/Objectives | Activities | Expected Outcomes | Lead Staff and Target Date | Status |
| To properly code new cases that are open in SEMS with Tribal coding. PGST requested DCS collect data to determine if there is a pattern of | DCS and PGST will work to correctly identify PGST tribal members and make sure coding on the case is correct. Since PGST caseload is relatively small, DCS will work | To reduce or eliminate the miscoding of Tribal members. Determine if there is a pattern as to why cases are | State: TRT, Andrew Chin, Charlene Greer, Chris Franks Tribe: Maria Huynh | PGST will continue to bring to DCS attention any cases that have fallen through the cracks. |

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| why all tribal cases are not coded with Tribal information. Cases that are not coded with Tribal information could create major problems. | with TRT to review all cases that are not coded correctly to see if there is a pattern. | coded incorrectly and to fix the problem. | | |
| 4. Policy Identification: IRS Certification | | | | Progress Report |
| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
| Certify appropriate cases to the IRS for intercept. | Tribe is requesting IRS certification of child support debt from DCS. | PGST cases referred by tribe will be certified for IRS tax intercept. | State: Charlene Greer, Chris Franks Tribe: Maria Huynh | Progress continues. There are no changes to our process. |
| 5. Policy Identification: Training Opportunities | | | | Progress Report |
| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
| Share training opportunities. It is difficult for tribal case managers to come to Tacoma for a one hour or two hour class. PGST requested DCS develop training and present to their staff. Other tribe's staff could also attend these classes. | DCS and PGST will advise each other of ongoing training events. DCS will develop training on How to read the payment history/ disbursement history/ debt calculations summaries and how it all works together. PGST will offer suggestions for future training that will assist them. | Share training resources and opportunities from DCS to Tribal staff. | State: Charlene Greer, Chris Franks Tribe: Maria Huynh | Process begins to develop training. Chris Franks will develop the training and provide to PGST and invite other tribes as appropriate. He should be ready to present this training by the end of August 2015. |

| 6. Policy Identification: Communication and Problem Solving | | | | Progress Report |
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| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
| Provide avenues to discuss problems and solutions | All Division of Child Support staff commits to be accessible and approachable. Tribal staff is encouraged to call the District Manager, the SEO 4 Tribal Liaison, or the Claims Officer 4 should front-line efforts at DCS not meet expectations or there are suggestions for improvement. | Problems will be corrected quickly and effectively. | State: Charlene Greer, Andrew Chin Tribe: Maria Huynh | Process continues. Maria will bring issues to the SEO4 tribal liaison, DM or CLO4. |
| Effectively working hard-to-collect cases involving PGST tribal members where collection remedies have been exhausted by the Tribe. | Line staff from both offices will discuss individual cases and their circumstances to best identify the most effective way to work the case. | Cases will continue to be worked utilizing the resources available to both DCS and the Tribe in a way that preserves the Tribe's jurisdiction and maximizes available collection remedies. | State: Charlene Greer, Chris Franks Tribe: Maria Huynh | Progress continues. |
| Promote regular meetings between Tribal and DCS Staff | DCS and Tribal staff will meet separately from the regular 7.01 meetings to discuss issues of unique concern or process to this program and relationship. The District Manager Andrew Chin and the Tribal Unit staff will meet with all Tribal Representatives on a quarterly basis as our "7.01 Meeting." | Enhanced communication; understanding and respect; cross program discussions; problem solving; issue identification; mutual support. | State: Andrew Chin, Charlene Greer, Chris Franks Tribe: Maria Huynh Office of Indian Policy: Brenda Francis-Thomas | Very beneficial for DCS staff to meet face to face to go over more difficult cases. Quarterly 7.01 meetings work very well. DCS met with the Tribes on 1/29/2015 at PGST. Our next meeting is set for 4/24/2015 at Puyallup. |

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| Effectively communicate circumstances where DCS receives an overpayment on the case and the payment has come from PGST. | DCS and PGST to consult with each other before refunding overpayments to clients. | Prevent financial errors in refunding money inappropriately. | State: Chris Franks Tribe: Maria Huynh | Progress continues. DCS/PGST communicates as to where the refund should go if there is an overpayment. |
| Regarding misapplied payments. See Technology section. PGST requested DCS look into other options for direct payments | Maria discovered numerous payments have been misapplied due to State algorithm. | PGST discovered numerous cases during their reconciliation process where DCS erred in where the payments were applied. The reasons behind WHY the payments were misapplied vary. DCS doesn't have a method of checking payment processing accuracy. DCS applies payment per Federal Algorithm and not per PGST documents which creates issue with the debt for both the tribe and the state. | State: Chris Franks Tribe: Maria Huynh | Process begins at looking at other payment options. |
| 7. Policy Identification: Hiring | | | | Progress Report |
| Goals/Objectives | Activities | Expected Outcome | Lead Staff and Target Date | Status |
| Inclusion of Tribal Staff in major DCS hiring decisions | DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload. | Increased relationship building through participation in key hiring decisions. | State: Andrew Chin, Charlene Greer Tribe: Maria Huynh | Port Gamble S'Klallam Tribe continues to participate in interview panels and provide tribal aspect in hiring decisions that have a direct impact on the tribal team |

| 7. Policy Identification: Teambuilding | | | | Progress Report |
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| Goals/Objectives | Activities | Expected Outcomes | Lead Staff and Target Date | Status |
| Build a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff. | DCS staff and PGST will advise each other of relevant office or cultural events. | DCS and PGST will participate in gatherings as opportunities arise. | State: Andrew Chin, Charlene Greer Tribe: Maria Huynh | DCS / PGST participate in relevant office and cultural events. |

| Completed Historical Section | | | | |
|------------------------------|--|-------------------------------------|--|--|
| Date Completed | Goals/Objectives | Activities | Outcome | Date to Request Review |
| 10/1/2013 | MEO cases referred when biological parents in the home | PGST will notify DCS of these cases | Close these cases | N/A |
| 12/2013 | Requested access to more SEMS WEB screens | | Granted access to AH (All Payment History) screen and DH (Distribution History) screen | Revisit requesting access to IA and BI screens at a future date. |
| 2/7/2013 | PGST requested training on SEMS and ACES | | Training provided | N/A |
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